

Users Manual

Revision date: March 17, 2003

ABOUT THIS DOCUMENT

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WHAT'S IN THE BOX

WebCamDV installer CD-ROM, 6 ft, 6-pin to 4-pin FireWire cable.

INCLUDED SOFTWARE

WebCamDV drivers, applications and sample web cam applications.

MINIMUM SYSTEM REQUIREMENTS

Windows 98SE, Windows Me, Windows 2000 or Windows XP; 700 MHz Pentium; 16-bit sound card; an available 1394 port; a DV camcorder. (Not Macintosh compatible)

INTRODUCTION

WebCamDV transforms your Digital Video camcorder with ease into a SUPERCHARGED web cam. This software allows you to access your favorite camcorder features in today's most popular web applications such as NetMeeting, Yahoo, MSN Messenger, etc.

WebCamDV also includes WebCamDV Remote Client. When WebCamDV Remote Client is installed on a friend, family member or business associate's Windows based PC, it will allow them access to available VCR and Camera mode controls of your DV camcorder over the Internet while viewing video in their favorite web cam application.

Along with WebCamDV, a special selection of trial web applications are included on the WebCamDV CD-ROM, and can be purchased through their respective vendors. These trial versions allow you to sample some of the best video conferencing, surveillance and web broadcasting applications on the market. Feel free to install them onto your computer and try them with your camcorder.

Thank you for purchasing WebCamDV and we hope you enjoy the Internet more with the added power of your DV camcorder.

DRIVER INSTALLATION

- 1. Insert the WebCamDV installer CD-ROM.
- When WebCamDV Setup appears, follow the on screen prompts.
- 3. When prompted, enter your WebCamDV serial number located on the CD-ROM jewel case. This serial number is unique and will be checked periodically over the Internet. If the verification server finds that multiple users are using the same serial number, that serial number will become invalid. From then on, users using that serial number will cease to function.
- 4. In Windows 2000 and Windows XP a warning dialog may appear that states: The Windows software you are installing for this hardware has not passed Window Logo testing to verify its compatibility with Windows. Simply, continue with the driver installation.
- When the Windows "Finished" dialog appears, select "Yes. I want to restart my computer now". Then click on the Close button. WebCamDV will not work until you restart your computer.
- A registration icon will appear on your desktop. Registration will allow you to be notified by email when new software updates become available for download.

NOTE: WebCamDV runs in the background of your system. You will not see it as an executable application, but rather as video source available to all your webcam applications.

DV Camcorder Setup

You will need a properly installed IEEE 1394 Bus Host Controller. If you do not have an IEEE 1394 (also called FireWire or iLink) port on your computer, see the Orange Micro brochure on the enclosed CD to purchase an upgrade card.

It is highly recommended that you have the latest version of DirectX. (http://www.microsoft.com/directx). Performing the following steps will quickly get you started using your DV Camcorder as a web cam.

1. Connect the camcorder to your computer.

NOTE: Plug the 6-pin connector on the supplied IEEE1394 cable to an available IEEE1394 port on your computer and the 4-pin connector to the DV Camcorder's IEEE 1394 (DV IN/OUT, iLink) port. If your computer has a 4-pin IEEE 1394 port, you can obtain a 4-pin to 4-pin cable through an AV equipment retailer or electronics store.

2. Set your camcorder to Camera Mode as you normally would when preparing to shoot a video.

Verifying Installation

To verify that everything is working properly, you will be using the AMCAP program.

- 1. Insert the WebCamDV CD-ROM. Select Browse CD from the WebCamDV Setup dialog.
- 2. Click on the Next button. The root directory of the WebCamDV CD-ROM will appear.
- 3. Double Click on the AMCAP.EXE file. The AMCAP Preview window will appear.
- 4. Under the AMCAP Devices menu, select WebCamDV Capture. If you see the WebCamDV logo followed by streaming video from your DV Camcorder, your DV Camcorder is ready to be used as a web cam. Select the AMCAP File menu and click on Exit to close AMCAP.

Using WebCamDV

To use WebCamDV, select "WebCamDV Capture" as the Camera Source and "WebCamDV Audio" as the Audio Recording Source in the your web cam software. For example: Video configuration for Microsoft NetMeeting is located under the NetMeeting Tools/Options menu. Select the Video tab and choose "WebCamDV Capture" under the Video Camera properties drop down menu. The Audio configuration for NetMeeting is located under the NetMeeting/ Tools/Options menu. Select the Audio tab then click on the Tuning Wizard button. Click Next. Under the Recording drop down menu select WebCamDV Audio.

Some web cam applications, like Yahoo Messenger, automatically pick the Windows System Sound Recording Preferred Device as the audio source and may not have an option to select a different audio source. Under these circumstances, you have two choices:

 Change the Windows System Sound Recording Preferred Device to "WebCamDV Audio", located in the Audio tab of the Windows Multimedia (Sound and Audio Devices in Windows XP) Control Panel.

NOTE: The WebCamDV Audio feature will not work if "WebCamDV Capture" is not selected as the video source.

Connect a 3.5mm stereo audio cable to the headphone jack (Audio Out) of the DV camcorder. Then attach the other end of the stereo audio cable to the MIC jack on your computer.

WebCamDV Tray

The WebCamDV tray application (figure 1), conveniently located in the Windows system tray, is active based on the choice you make in the Availability pop-up menu as shown in Figure 2.

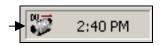




Figure 1

Figure 2

The WebCamDV tray application can be used in four ways. Point and right-click on the WebCamDV tray application to display the WebCamDV tray pop-up menu (figure 2).

Here you can select "Stop WebCamDV". You can Enable/Disable Remote Access control of your DV camcorder. If you have multiple video sources attached to your computer, you can select the source you wish to view from the WebCamDV tray. You can also choose from one of three WebCamDV tray "Availability" options:

- The "DV Camera Attached" feature allows you to use the WebCamDV Controls to control the camcorder even if you are not using the "WebCamDV Capture" feature as the video source.
- "Streaming Only" sets the WebCamDV tray to be active only when a DV camcorder is streaming video through a FireWire port and you are viewing the video provided by WebCamDV from a web cam application.
- "Always" allows you to access your WebCamDV Controls so you can remotely control another DV camcorder over the Internet that has WebCamDV installed even if you do not have an attached DV camcorder.

These Availability options can also be selected in the "WebCamDV Availability" application, located in the Windows Start/Programs/Orange Micro WebCamDV menu.



Figure 3

WebCamDV Controls

The WebCamDV Controls will display different camera control features depending on how your DV camcorder is set. If the camcorder is in "Camera mode", the WebCamDV Controls dialog (figure 4) will appear.

Point and double left-click on the WebCamDV tray application, the WebCamDV Controls application will start. If you hover your mouse over each button on the WebCamDV Controls dialog, a Tool Tips description of the button will appear. When you click on an active button, the icon in the button becomes light blue.

NOTE: Not all camcorders allow software access to the Camera Mode features. The DV camcorder must have "AV/C Camera Subunit" support for focus, zoom, wide-angle and telephoto. If these features are available, the buttons will be active.

Camera Mode Buttons

- + Focus In
- Focus Out
- W Wide-Angle
- T Telephoto
- Record (Red Dot)



Figure 4



Figure 5

VCR Mode Buttons

Step Rewind

Step Forward Slow Rewind

Slow Forward

Play

Rewind

Fast Forward

Pause

Stop

If the camcorder is in VCR mode, the WebCamDV Controls VCR dialog (figure 5) will appear. "Step Rewind" and "Step Forward" are only available when Pause is selected.

WebCamDV Remote Access

The WebCamDV Remote Client application (wcdvclient.exe) will work on any Windows 98 SE or newer version of Windows. Give it to any friend or family member to copy to their computer and they can access over the Internet your WebCamDV enabled host system. They will be able to use all the same VCR and Camera mode controls that your DV camcorder supports.

The WebCamDV Remote Client is located on the WebCamDV CD-ROM in a WebCamDV Client folder. It is also located on the Orange Micro WebCamDV driver updates page. The WebCamDV Controls of a WebCamDV enabled host system can also act as a client to another WebCamDV enabled host.

To prepare for remote access, click on the "Network Settings" button in "WebCamDV Controls" (figure 4 or 5). Then click on the check box next to "Enable Remote Access" (figure 6). To ensure only authorized remote users can access your DV camcorder, click on the check box next to "Remote Access Password" and enter your desired password in the Password field. Save your password by clicking on the "Set Password" button.

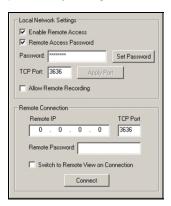


Figure 6 represents the fields that become available when you click on the "Network Settings" button of the "WebCamDV Controls" of the WebCamDV enabled host system.

Figure 7 represents the fields that become available when you click on the "Network Settings" button on the "WebCamDV Controls" of the WebCamDV Remote Client.



Figure 6 Figure 7

The "Remote Connection" section (figure 6 or 7) allows you to enter the IP address of the remote PC that is hosting WebCamDV and an active DV Camcorder. You must also enter the password of the host and ensure that the TCP Port is the same as the host system. If the host WebCamDV system is properly configured, once you click on the Connect button you will be able to control the DV camcorder.

How do I find my IP address?

Connect to the Internet. Then click on the Windows Start menu. Select "Run..." Type in "cmd" and click on the OK button. A black window will appear with a "x:\>_" prompt. Type "ipconfig" and hit the Enter key. Your IP Address will appear along with additional IP configuration information.

WEB CAM SOFTWARE TIPS

Microsoft NetMeeting

NetMeeting is an Internet communications solution providing you with basic Video Conferencing capabilities. All you need to get started is an Internet connection, a Windows based computer that meets the minimum system requirements, and a web cam. WebCamDV makes your DV camcorder look like a web cam to NetMeeting.

With NetMeeting you can:

• Place and receive live full-motion video conference calls with other NetMeeting users.

Getting Started with NetMeeting

NetMeeting is usually preinstalled on Windows Me, Windows 2000 and Windows XP based systems. To launch NetMeeting click on the Windows Start button then select Programs/Accessories/Communications/NetMeeting.

- Select Options on the NetMeeting Tools menu. Click on the Video tab.
- 2. Set the "Video Camera Properties" drop down menu to "WebCamDV Capture". Then click the OK button.
- To preview video from your DV camcorder click on the Play/Pause button.
- 4. For additional online help pull down the Windows Help



iVisit

iVisit is a cross platform Internet communications solution providing you with basic video conferencing capabilities. Versions are available for Macintosh OS 9 or Windows operating systems (http://www.ivisit.com). All you need to get started is an Internet account, a Windows based system that meets the minimum system requirements, and a web cam. WebCamDV makes your DV camcorder look like a web cam to iVisit. With iVisit you can:

• Place and receive live full-motion video conference calls with other iVisit users.

Getting Started with iVisit

- 1. Insert the WebCamDV Installer CD
- Once the WebCamDV Installer window has opened, select "Browse CD for 3rd party applications". Click Next. Double click on the Applications folder, then the Chat folder, then iVisit folder. Double click on the iVisit installer, then follow the prompts to complete the iVisit installation.

To launch iVisit click on the Windows Start button then select Programs/iVisit/iVisit.

Optimize iVisit for DSL/Cable

Select Preferences from the iVisit Settings menu. Make the following changes:

Connection Management tab
Bandwidth Caps (transmit/receive) = 500

Audio tab Input Recording = WebCamDV Audio Full-duplex = Checked

Video tab

Click on the "Source" button and set "Select a Video Device" to "WebCamDV Capture".

Codec tab Quality (1-10) = 10

To get more iVisit help, click on the Windows Start button then select Programs/iVisit/FAQ.

TROUBLESHOOTING

I have installed WebCamDV and cannot get video in my web cam application. Suggestion:

Check the Windows System/Device Manager to verify the "IEEE 1394 Bus Host Controller" and Imaging devices categories, appear with no errors. The names of the IEEE 1394 Bus Host Controller and Camcorder may vary depending on your camcorder manufacturer and the version of Windows you are running.



NOTE: The Imaging Device will only appear if Windows detects your DV camcorder is connected to your PC. If the above devices do not appear as shown, highlight the device that appears under IEEE 1394 Bus Host Controller and click on the Remove button at the bottom of the Device Manager Window. Then reinstall the IEEE 1394 Bus Host Controller.

For assistance reinstalling the IEEE 1394 Bus Host Controller, contact the manufacturer of the IEEE 1394 Bus Host Controller installed in your system.

I cannot select WebCamDV as an available source for video in Yahoo Messenger. What can I do?

Suggestion:

This happens because Yahoo Messenger v5.5 will pick up the first webcam that it finds. Yahoo Messenger does not list all available cameras. Workaround: Assuming WebCamDV is already installed, turn off your DV Camcorder. Open Yahoo Messenger. Go to Tools menu and select "Start My Webcam". At this point, you should see the WebCamDV logo. Turn on DV camcorder and you should now see your video stream.

I am running Windows 98 SE. Whenever I turn off the DV camcorder while connected to the 1394/FireWire port, my system becomes unstable. How can I prevent this from happening? Suggestion:

This is a problem with Windows 98. To avoid this problem, quit any application that is previewing video from the DV camcorder. Disconnect the DV camcorder from the 1394/FireWire port. Then turn off the DV camcorder.

The Windows System/Device Manager appears the way it should and I still can't see video in my web cam application?

Suggestion:

If you already have an application accessing the camera, the web cam application will not be able to get video. Quit all applications that may be accessing the camera before starting an application you wish to access video from the camera.

How do I use NetMeeting to video conference with a friend over the Internet? Suggestion:

First you need to know the IP Address of the person you wish to video conference. The person you wish to conference with must be running NetMeeting when you attempt to call. Start NetMeeting. Click on the NetMeeting Phone icon. Enter the IP Address of the person you wish to contact. Then click on the Call button. NetMeeting will attempt to connect with NetMeeting at the destination IP Address. Once NetMeeting establishes a connection, both NetMeeting clients will get the video of the other.

How can I find out what my IP Address is? Suggestion:

Connect to the Internet. Then click on the Windows Start menu. Select "Run..." Type in "cmd" and click on the OK button. A black window will appear with a "x:\>_" prompt. Type ipconfig and hit the Enter key. Your IP Address will appear along with additional IP configuration information.

How to Establish NetMeeting Connections Through a Firewall? Suggestion:

http://support.microsoft.com/default.aspx?scid=kb;en-us;Q158623

How do I configure the Windows XP Internet Connection Firewall (ICF) for use with video conferencing applications? Suggestion:

Windows XP includes an Internet Connection Firewall (ICF) that can prevent video conferencing applications from receiving QMs or calls when the firewall is enabled. This firewall can either be disabled, or configured to allow video conferencing to operate while the firewall is enabled.

To disable or configure the Windows XP Internet Connection Firewall for use with video conferencing applications:

- 1) Right Click on 'My Network Places' on your desktop. Choose 'Properties'. This will open the Network Connections window.
- 2) Locate your Internet connection in the Network Connections window and select it. Your current Internet connection should now be highlighted. Under 'Network Tasks', select 'Change settings of this connection'.
- 3) This will open the 'Local Area Connection Properties' window. Choose the 'Advanced' Tab. If you would like to disable the firewall, simply uncheck the box under Internet Connection Firewall and click OK. Video conferencing applications will work properly with the firewall disabled. Otherwise, check the box under Internet Connection Firewall to enable the firewall, and then press the 'Settings' button to configure the Internet Connection Firewall for use with your video conferencing application.

- 4) This will open the 'Advanced Settings' window with the 'Services' tab selected. Click the Add button.
- 5) This will open a 'Service Settings' window. Video conferencing applications require open access to various ports to run properly. You will need to make a separate rule for each port required for your video conferencing application to function properly. iSpQ requires open access to TCP ports 2000-2003. The example below shows the configuration for port 2000.

Description of Service: iSpQ port 2000

Name or IP address of the computer hosting this service on your network: localhost

External Port: 2000 Internal Port: 2000

Check the button next to TCP

Press OK to set this rule. 'iSpQ port 2000' should now be shown in you list of services with a check next to it.

6) Repeat the above and create a rule for ports 2001-2003.

What are the best lighting conditions for web conferencing? Suggestion:

Lighting conditions for web conferencing are best when back light is not dominant. If back light cannot be prevented, many camcorders have a Back Light function that brightens the subject to compensate for a bright back light.

Is it OK to change video camera settings while in a web conferencing application? Suggestion:

It is highly recommended that you NOT change DV Camcorder settings while in a web conferencing application. Doing so can cause the video to lock up. Quit the application whenever changing DV Camcorder settings, such as changing the DV Camcorder from Camera mode to VCR mode to playback your DV Tape.

How can I prevent my DV Camcorder from going into Standby mode during use as a web cam?

Suggestion:

Leaving the cassette compartment open while using it as a web cam may prevent the DV Camcorder from going into Standby mode. Although the camcorder will operate on batteries alone, it is preferable to also use the supplied AC power adapter/charger that came with your camcorder.

During a video conferencing session the audio from the person I am conferencing with is loud and distorted?

Suggestion:

In the Control Panel, click on the Multimedia (Sound and Audio Devices in Windows XP) icon. Select the Audio tab, and then click on the Sound Recording Volume button. Click on the Mic Advanced button and turn OFF Boost. Also, some web applications, like NetMeeting, have a slider to adjust the microphone volume. This can be adjusted down to reduce distortion.

During a video conferencing session I hear an echo from my friend's audio. How can I correct this?

Suggestion:

Have your friend lower the volume on his speakers, or use a headset.

Why can't I change Video Capture Filter and Video Capture Pin settings in AMCAP? Suggestion:

Resolution changes are not supported when using a DV Camcorder in AMCAP.

After a video application crashes the WebCamDV Tray application stays running. How can I quit the WebCamDV Tray application?

Suggestion:

Open a web cam application and then close it. The WebCamDV Tray application will close with the web cam application.

HELPFUL VIDEO CONFERENCING LINKS

What routers work with NetMeeting? http://www.homenethelp.com/help/netmeeting-router.asp

Instant Messaging your Way http://www.inidownload.com/download.htm

NetMeeting 101 http://www.meetingbywire.com/NetMeeting101.htm

Yahoo! Messenger Help http://help.yahoo.com/help/mesg/index.html

TRIAL SOFTWARE ON WEBCAMDV CD-ROM

Broadcast software

Biromsoft WebCam 4.0

Biromsoft WebCam is efficient, dependable and low-cost surveillance software solution for home and business use. This great software features instant picture web server capability which enables you to start your live streaming right away just by giving out your IP address to your friends. With this software you can set program to upload your pictures to an FTP or just put them on local disk as well as set text, time or picture stamps.

http://www.biromsoft.com/webcam/manual/

Cactus Vision 1.2.53 - PRO Demo

Perfect for Security, Babysitters, Office, Senior Citizens, Video Conferencing or Live WebCam Shows. Features:

Built In Web Server, No HTML Programming Required, No HTTP or FTP Accounts Required, Multi Level Password Protection, Remote Control via Any Browser, Broadcasts Video up to 640x480 Customizable Welcome Message, Real-time Statistics: Viewer Count, Total Viewers and More. Time/Date Stamp Video

http://www.cactusvisionsoftware.com/WebCamPro.htm

CoffeeCup WebCam

Now, with CoffeeCup WebCam 3.5, you can hook up your camera, start the WebCam software, and put LIVE Images online in minutes! You can even have multiple cameras and multiple Websites. CoffeeCup WebCam will upload images from any camera, to any Website on your list, on any schedule you set! And with the Security Cam feature, you can have your WebCam keep an eye on things for you. Have it watch your home, your office, your baby, or anything else. It alerts you when something moves in the picture. It's that easy! It can also make your Web Pages, and more! http://www.coffeecup.com/help/

DCamServer 6.1

DCAM is a solid professional software product that anyone can easily administer. DCAM has been tested more stable than competing products. DCAM makes it easy to capture live streaming video and broadcast it on your web page. Many web authors use their live WebCam to significantly

increase their web site traffic. Viewers do not need plug-in or any additional software to view your live streaming video from their web browser. http://www.hyperionx.com/DL.cfm

ICUALL Webcam

The ICUALL WebCam. Use our program to put live images on your webpage in minutes. Simply connect your Video Cam, start our WebCam software, use the wizards to enter some simple information and ICUALL writes your webpage and posts it! The ICUALL WebCam can upload images from any camera to any website, and you set the upload schedule!

You can even have multiple cameras feeding multiple Websites. http://www.icuall.com/help/

TeVeo Suite

Teveo's VIDiO Suite can connect your business, you and your friends, family and the entire world. Share live action, business location action, or memories anywhere you have a web camera anywhere on Earth.

Webcam Live 1.0

Get your WebCam site up instantly with WebCam Live! Using the WebCam Live wizard, you will have your live images up on the web in a matter of minutes. WebCam Live captures JPEG images from any Video for Windows device including Video Cameras and USB cameras and posts them either to its built-in web server or to any FTP server. http://www.getware.com/wc/fag.htm

WebcamXP

WebcamXP is a utility that allows you to share your webcam with everyone without having to set a web server on your computer. The web server is integrated to the software and needs only a few configuration parameters such as server port and local directory. It also allows you to do much more like home monitoring with alerts, online gallery and the design of the internal website is customizable. It's the first webcam software that enables the clients connecting to your WebcamXP server to watch your webcam using a flash based technology with a great smoothing effect between pictures (java is still available if you prefer).

Surveillance Software

booruWebCam

This is a tiny minimalistic yet powerful Webcam program that uses FTP to transfer JPEG images to a specified location at configurable intervals. Configurable paramaters include: image quality, intermediary image location, FTP transfer options, window zoom, preview frame rate, camera settings, and more. The program runs in the tray and is unobtrusive. The program is a single executable. booruWebCam is a single-file program, it requires no installation, just run it. There is no traditional windows-style window, access menu by right-clicking in the booruWebCam window. Move the window by placing the mouse in the window and holding the left mouse-button and then drag it to where you want it.

ConquerCam 2.1.2

ConquerCam is easy to use webcam manager for grabbing images from your web cam, preparing them with various effects and uploading them to your web site. Using ConquerCam you are able to setup your computer as a security system as well using the advanced motion detection and mail-notification system included.

http://www.theill.com/conquercam/faq.asp

Home Watcher

HomeWatcher is motion sensitive webcam software for Windows. Originally designed for security purposes like watching your house from work, HomeWatcher can be used in almost any situation where remote monitoring is required. HomeWatcher gives you relevant images instead of numerous snapshots without interesting information.

http://www.homewatcher.com/support.htm

i-Scan Cam 3.6.0.0

In Mode Scan, it detects with a Webcam or a Video camera, the modifications of the picture (appearance, disappearance, movement, change of light, ...) and it undertakes the following actions of your choice:

- Backup of the pictures with the date and the hour (jpg format).
- Sound of your choice.

http://perso.wanadoo.fr/fabsware/index_en.html

PC Private Eye

PC Private Eye is a software product that puts your PC to work even when you aren't there. It takes control of desktop video conferencing cameras to detect motion and capture images at home or in the office, while you are away. PC Private Eye also supports **Multiple Camera** capabilities to allow several "view angles" from one PC. Each camera runs with its own configuration parameters via PC Private Eye profiles.

Chat Software

Microsoft NetMeeting

NetMeeting is a real-time communications tool from Microsoft that allows individuals to communicate in pairs or groups over the Internet or intranet (an IP enabled LAN) using audio, video and data communication. NetMeeting comes preinstalled on Windows Me and newer Windows operating systems. Windows 98SE normally requires a download from Microsoft. NetMeeting is included on the WebCamDV CD-ROM as part of Internet Explorer 5. To install NetMeeting, insert the WebCamDV CD-ROM. Select Browse the CD from the WebCamDV Setup menu. Click the Next button. The root directory of the WebCamDV CD-ROM will appear. Open the Applications, Chat and then the IExplorer folders. Double click on the ie5setup.exe file to start the installation. NetMeeting can also be accessed through MSN Messenger when using Windows 98, Me and 2000 under Actions on the menu bar. MSN Messenger on Windows XP uses a different video conference application only able to talk to other users using MSN Messenger on Windows XP.

ICUII Videochat

Using the ICUII Videochat Program with its user friendly interface, it is possible to install, register and be using the video phone features in just minutes! Talk to family, friends, look for people with similar interests, or simply find new friends. The world is within your reach, join the fastest growing Internet Community today.

http://www.icuii.com/help/

iVisit

iVisit is an Internet communications solution providing you with basic Video Conferencing capabilities. All you need to get started is an Internet connection, a Macintosh that meets the minimum system requirements, and a video camera. With iVisit you can place and receive live full-motion video conference calls with other iVisit users. For user information refer to the "faq.txt" file located in the iVisit folder.

SUPPORT

Support for WebCamDV may be obtained via email to: support@orangemicro.com. Orange Micro will support questions regarding WebCamDV only. For support of the applications furnished as a courtesy on the CDROM, please contact the application manufacturer directly. Before contacting Orange Micro be sure to check our Frequently Asked Questions (FAQ) page on our website. Many questions can be answered there quickly without need to wait for an email response. The FAQ page can be found at: http://www.orangemicro.com/faqs.html.

LIMITED WARRANTY

Orange Micro warrants that the original media, which the Software is recorded, will be free from defects in materials and workmanship, assuming normal use, for a period of ninety (90) days from your date of receipt.

During that time period, Orange Micro Inc. will, at no charge to the purchaser of record, replace the defective CD-ROM returned to the Customer Service Department in accordance with the following instructions:

NOTE: DO NOT return the Orange Micro product to Orange Micro Inc. until you have received a Return Material Authorization (RMA) Number. Customers outside the United States should contact the Orange Micro distributor in that country and request service.

- Obtain a Return Material Authorization (RMA) number. You may request an RMA via email to: support@orangemicro.com
 Provide Orange Micro, Inc. with the product name, Serial Number, Proof of Purchase, Return Address, and preferred return shipping method. Include a clear description of the problem.

NOTE: DO NOT SEND COLLECT - collect shipments will be refused and returned to sender.

Orange Micro, Inc. disclaims any liability to users of the Orange Micro product for consequential damages of any kind arising from or connected with the use of the Orange Micro product.

This limited warranty is in lieu of all other warranties expressed or implied, and no representative or other person is authorized to represent or assume for Orange Micro, Inc. any warranty liability beyond that set forth herein.

This warranty gives you specific legal rights, and you may also have additional rights, which vary, from state to state. The warranty expressed herein applies to the Orange Micro product sold and used in the United States of America

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"23 Years of Innovation and Excellence"

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